Find My Ride (FMR) Apply: Create Application User Guide

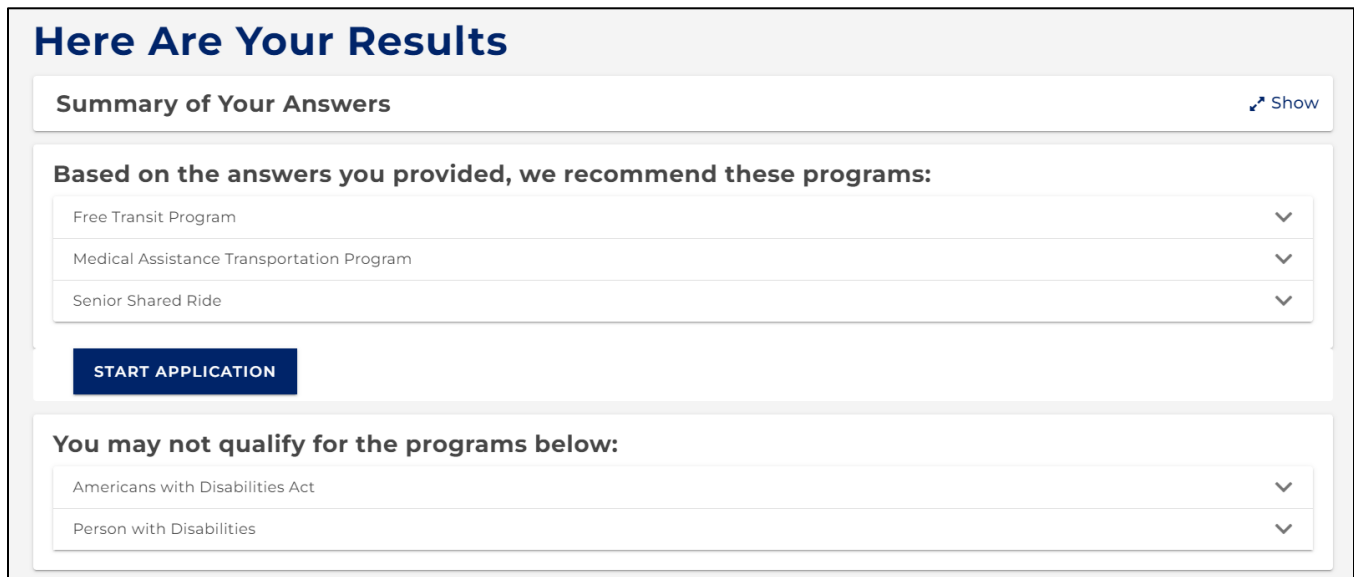## Table of Contents

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Introduction

This guide outlines steps to create an online application for various programs providing transportation assistance. The application can be created for an individual or on behalf of someone else. First, you need to register to access the FMR Apply system, the process to do this is outlined within the FMR Apply: Register and Login User Guide.

Create Application

In order to start an application, you have to complete screening questions. Please refer to the Screening User Guide for more information on how to complete the screening process. This guide starts at the Screening Results.

Step 1: Start Application

1. Click Start Application.

Figure 1: Start Application

Step 2: Complete Profile Information

1. The Personal Information section displays.

Note: You may complete an application for yourself or on behalf of someone else. You should complete all of the questions from the perspective of the rider. For example, if you are applying on behalf of your sibling, the Personal Information should be their information.

Note: Required fields are marked with a red asterisk (*). You will not be able to save a section and move to the next until all required fields have been completed.

Profile Information

1 Personal Information

Basic information and contact information   **Required ***

First Name *

| Person |

Middle Initial

Last Name *

| Doe |

Date of Birth *

| 08/27/1943 |

Gender *

| ▼ |

Email *

| pattibe66@gmail.com |

Home/Cell Phone *

| (717) 232-1255 |

Ext

Additional Phone

More Information

If the rider is approved for one or more transportation assistance programs, the transportation provider will use this information to create a record for the rider in the system they use to schedule trips. Date of birth is needed to determine the rider's eligibility for certain transportation assistance programs which have age requirements. For example, some programs are only available for seniors.

Save   CANCEL

Figure 2: Personal Information

2. Enter the required fields for the Personal Information section:
   a. First and Last Name
   b. Date of Birth
   c. Gender
   d. Email
   e. Home/Cell Phone
   f. Click Save. The Home Address section displays.

Figure 3: Home Address

3. Review, confirm, and/or update the required fields for the Home Address section:
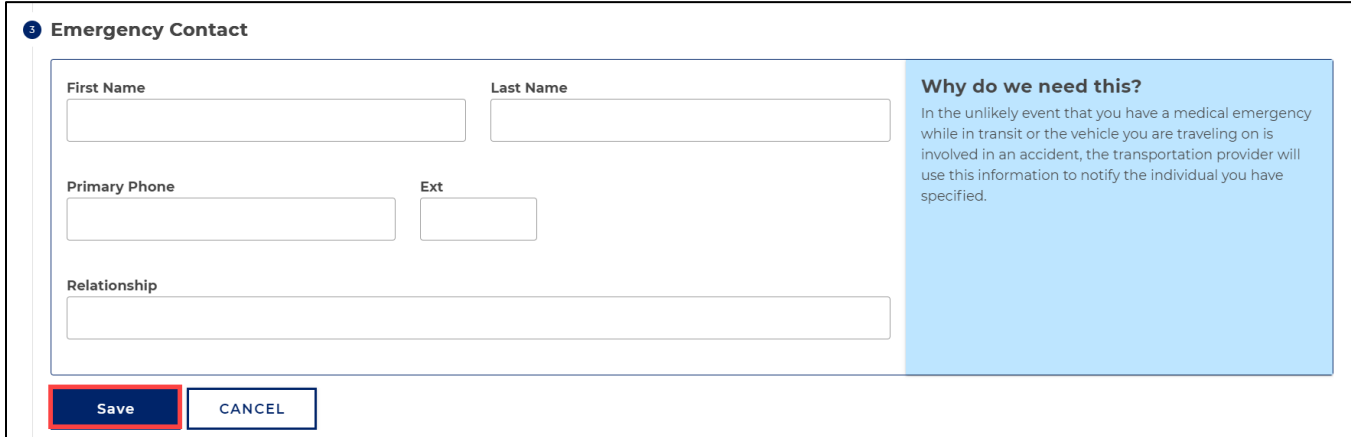   a. Current Street Address

Note: If your address requires an apartment number or building number, enter the information on Address Line 2.

    b. City, State, and Zip code
    c. County displays the county selected during the questionnaire
    d. Select the appropriate answer if the Mailing Address is the same

Note: If you need transportation services outside of your county of residence, please contact the local transit agency provider for more information.

Note: If you change address information from the screening questions, you may be prompted to confirm your county.

e.   Click Save. The Emergency Contact section displays.

Figure 4: Emergency Contact

4.   Enter the optional fields for the Emergency Contact section.
     a.   First and Last Name
     b.   Primary Phone
     c.   Relationship

Note: You can click the pencil icon next to each section to go back and make edits prior to submitting the application.

Figure 5: Update Information

d.   Click Save. The Demographic Information section displays.

Profile Information

✎ **Personal Information**

✎ **Home Address**

✎ **Emergency Contact**

④ **Demographic Information**

Required *

What is your primary language? *

Select a Language ▾

What is your race/ethnicity? *

Select race/ethnicity ▾

Do you live in a nursing home?*

○ Yes   ○ No

Do you live in a personal care home or an assisted living facility?*

○ Yes   ○ No

More Information

Why do we need this?   ⤢ More Details

Save   **CANCEL**

Figure 6: Demographic Information

5. Enter the required fields for the Demographic Information section.
    a. Select your Primary Language from the dropdown list.
    b. Select your Race/Ethnicity from the dropdown list.
    c. "Do you live in a nursing home?" Select Yes or No.
    d. "Do you live in a personal care home or an assisted living facility?" Select Yes or No.
    e. Click Save. The Transportation Information section displays.

Note: If English is not your primary language, "Do you need an interpreter?" displays to select Yes or No.

Note: If you live in a nursing home, the question "Are you being discharged from a nursing home within the next 2 weeks?" displays to select Yes or No.

Note: If you live in a personal care home or assisted living facility, the question "Does the personal care home or assisted living facility provide transportation as part of your care costs?" displays to select Yes or No.

Figure 7: Transportation Information

6. Enter the required fields for the Transportation Information section.

    a. "Do you ever need assistance while traveling?" Select Yes or No.
    b. Describe your current means of transportation.
    c. Click Save. The Mobility Information section displays.

Note: If you ever need assistance while traveling, "Do you currently use a personal care attendant to travel?" displays to select Yes or No. If Yes, additional documentation may need to be uploaded in the Attachment section.
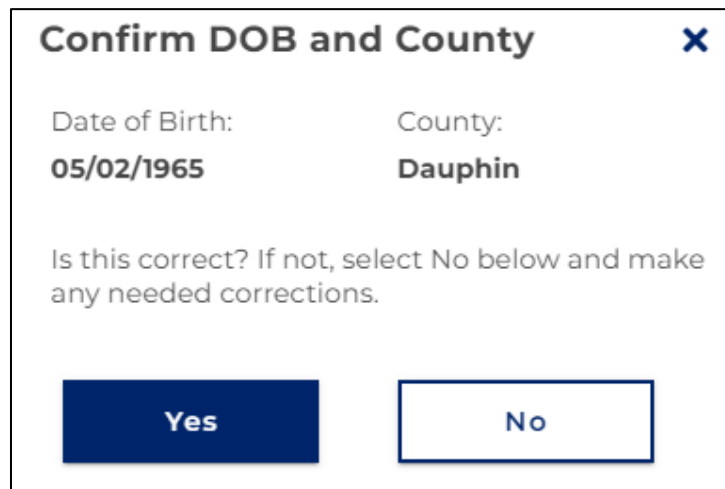
Figure 8: Mobility Information

7. Enter the required fields for the Mobility Information section:
    a. "Do you require a lift-enabled vehicle?" Select Yes or No.
    b. "Do you have any mobility devices such as the ones below?" Select Yes or No.
    c. If yes, "Select all the mobility devices that you use." Check all that apply.

Note: If you select certain mobility devices, you may see additional questions about those devices.

    c. Click Save & Continue.
    d. A message displays to confirm your Date of Birth (DOB) and County.

Figure 9: DOB and County Confirmation

    e.   If both are correct, select Yes. If not, select No and the Profile Information page will display for you to edit the Date of Birth and the County.
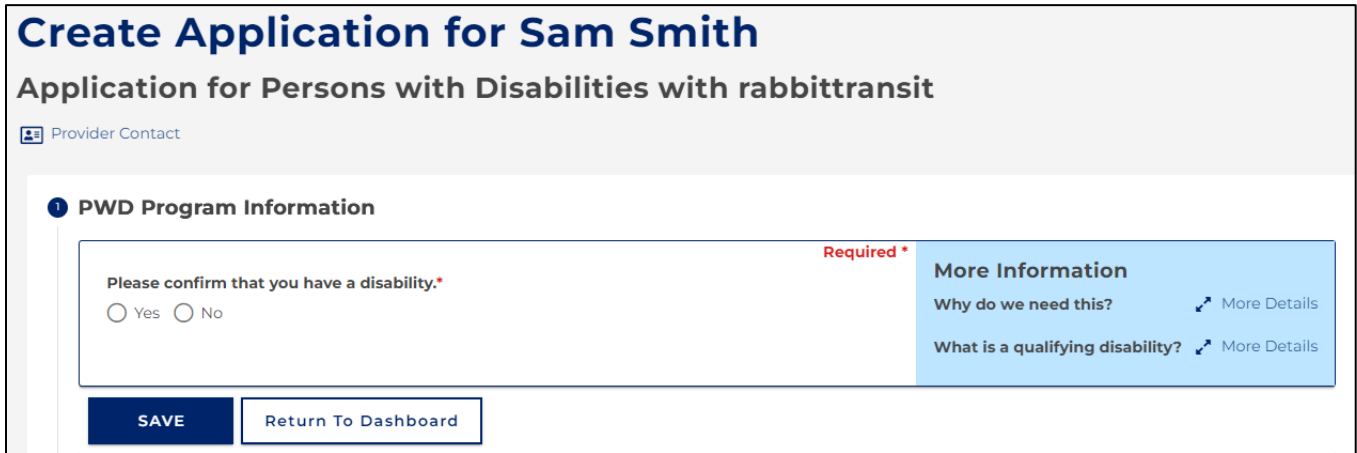
Step 3: Complete Application Information Note

The applications for which the you qualify are available based on the screening and profile information you entered. You will be required to answer only the questions for programs that you may qualify for. Questions are presented for one program at a time. If questions do not apply to you, they will not appear in the application. The application for the first program displays.

Note: If you want to return to any portion of the application previously completed, click the pencil icon and you will be directed to that page of the application.

Figure 10: Pencil Icon

1. **Persons with Disabilities Program (PwD) Information**
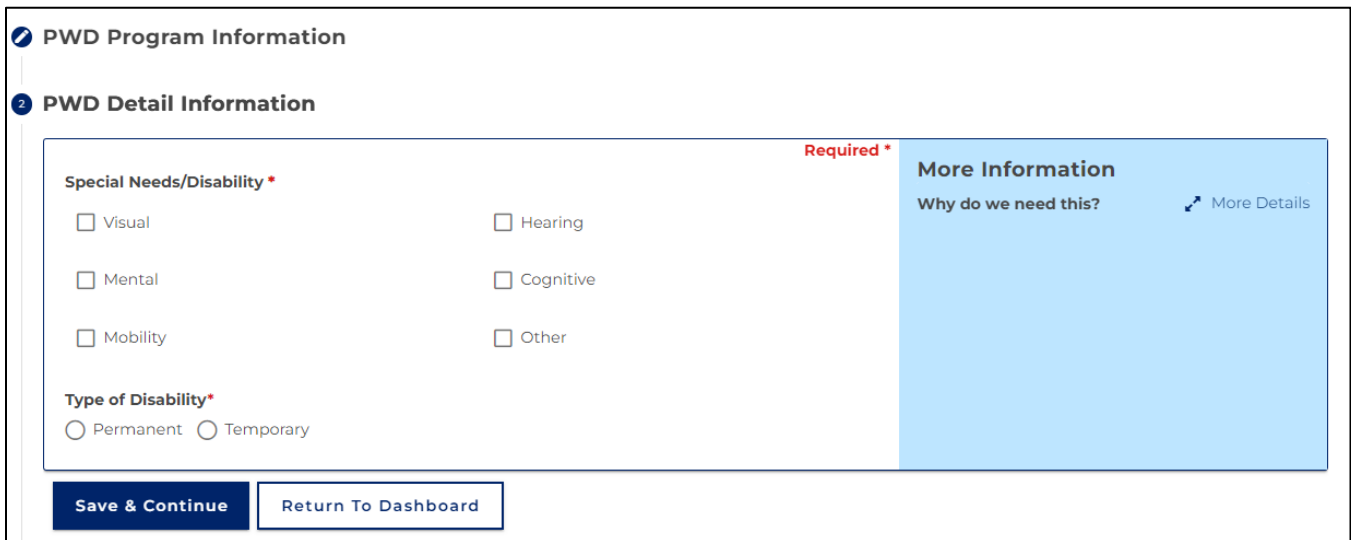
Figure 11: PwD Program Information

a. Please confirm that you have a disability. Select Yes if you do have a disability. Select No if you do not.

b. Click Save. The PwD Detail Information section displays.

Figure 12: PwD Detail Information

c. Special Needs/Disability – check all that apply.

d. Type of Disability – select Permanent or Temporary. If Temporary, you will be asked to enter the Disability End Date in MM/DD/YYYY format.

e. Click Save & Continue.

Note: If Other is selected, a box to Enter Other Here displays.

2. Americans with Disabilities Act (ADA) Program

Figure 13: ADA Program Information

a. "Do you have a disability that prevents you from using (Transit Agency) fixed-route service? Select Yes or No.

Note: This question may be worded slightly differently depending on your agency. It may be "Do you need to travel in and around the city of <City> where (Transit Agency) fixed route service operates?" Select Yes or No.

If you see this alternate wording and you select Yes, you will see an additional question: "Do you want to apply for (Transit Agency) transportation service for persons with disabilities that have difficulty using fixed route service?" Select Yes or No.

b. If Yes, you will be asked, "How does your disability prevent you from using the fixed route service?" Describe how your disability prevents you from using the fixed route service in the text box provided.

c. Click Save. The Voter Registration section displays.

Figure 14: Voter Registration

e. "If you are not registered to vote where you live now, would you like to apply to register to vote at this time?" Select Yes, No, or No, I am already registered where I live now. If Yes, a link to the Voter Registration website will be provided in the Application Summary page.

Figure 15: Voter Registration

f. Click Save & Continue.

Note: If your county has more than one transportation service, the ADA Program Information section displays again, for the next agency. Follow steps a through c above then click Save & Continue.

3. Reduced Fare Transit Program (RFTP)
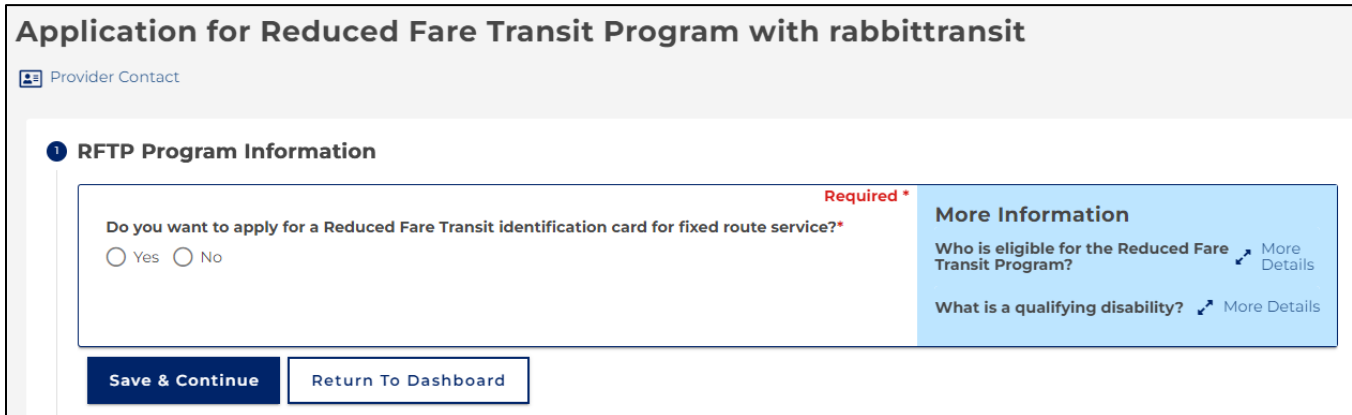
Figure 16: RFTP Information – Select to Apply

    a. "Do you want to apply for a Reduced Fare Transit identification card for fixed route service?" Select Yes or No.
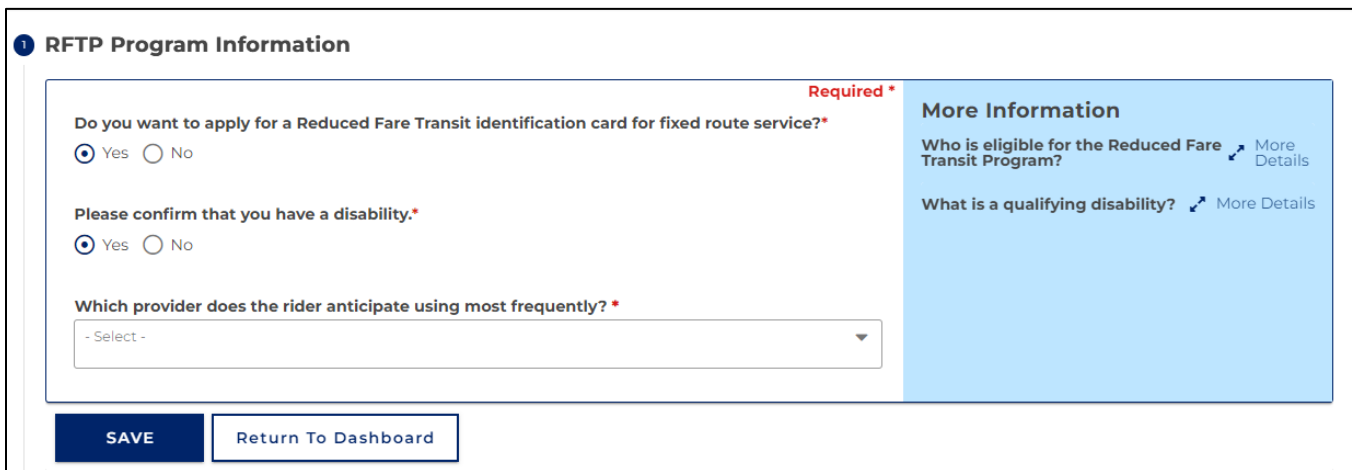
Figure 17: RFTP Information – Select Provider

    b. If Yes, respond to the statement "Please confirm that you have a disability". Select Yes or No.

    c. If Yes and the area has more than one fixed-route provider, select "Which provider do you anticipate using most frequently?"

    d. Click Save & Continue.

4. **Aging - Senior 60–64 Shared Ride**

Figure 18: Senior 60-64 Shared Rider Program – Select Age Verification Method

a. "How would you like to verify your age?" displays two options. If Enter the eight-digit number from your PA-issued driver's license or PA-issued photo identification card (recommended) is selected, a box to enter the information displays. After entering the number, click the Check button to verify the information.
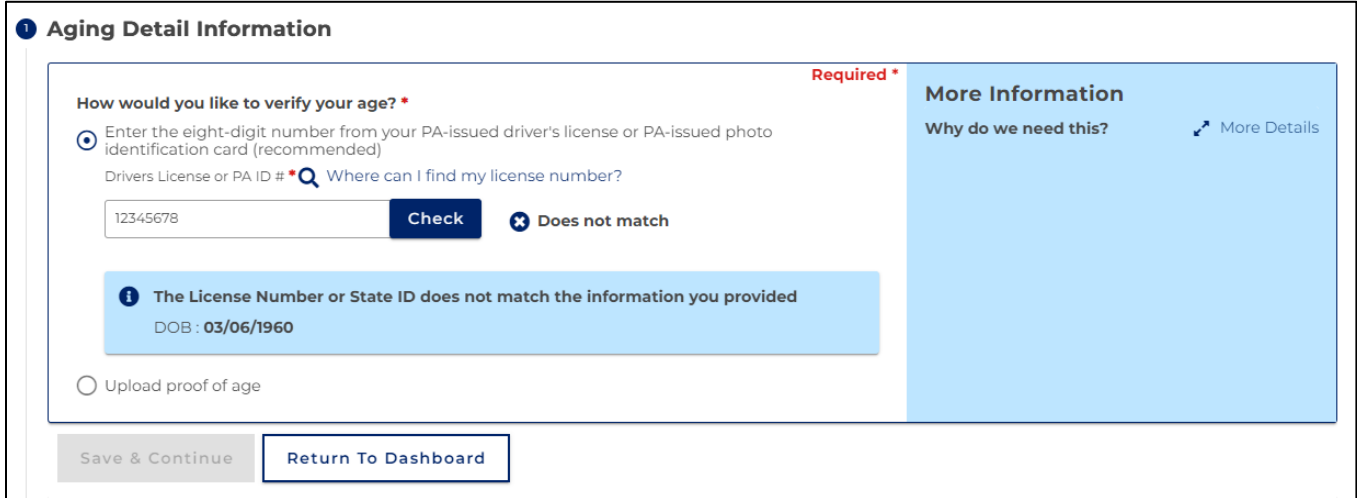
Figure 19: Senior 60-64 Shared Rider Program - Enter License or State ID Number Selected

b. If the number does not match the DOB on the license or state ID, the message "The License Number or State ID does not match the information you provided," and the entered DOB display.
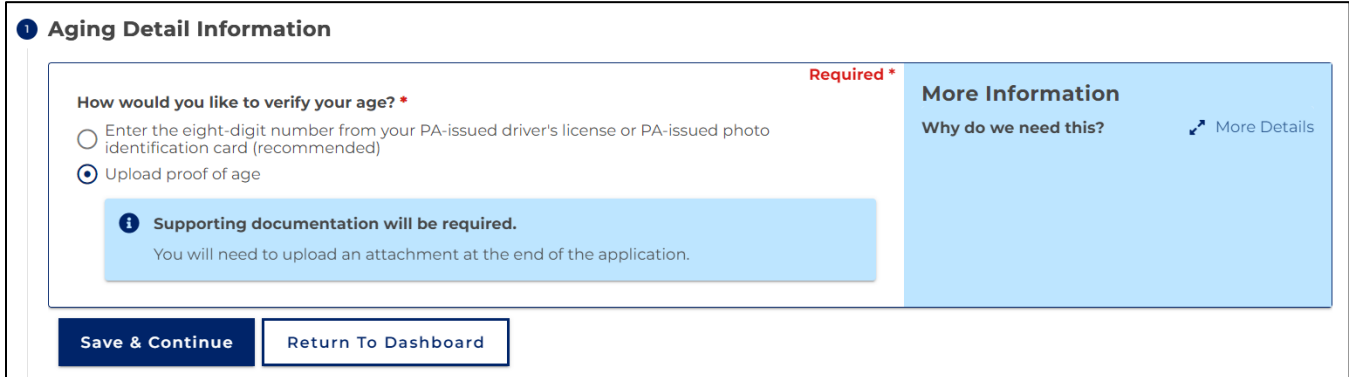
Figure 20: Senior 60-64 Shared Rider Program – Enter License or State ID Number Enter and Checked

c. If Upload proof of age is selected, "Supporting documentation will be required. You will need to upload an attachment at the end of the application." displays.

Figure 21: Senior 60-64 Shared Rider Program – Upload Proof of Age Selected

d. Click Save & Continue.

5. **Senior Shared Ride Program (SSR)**

Figure 22: SSR Detail Information – Enter License or State ID Number

a. "How would you like to verify your age?" Select either "Enter the eight-digit number from your PA-issued driver's license or PA-issued photo identification card (recommended)" or "Upload Proof of Age."

b. If you select "Enter the eight-digit number from your PA-issued driver's license or PA-issued photo identification card (recommended)", enter the your Pennsylvania Driver's License or Pennsylvania state ID number. Eight numeric characters are required.

    i. Click Check.

Figure 23: SSR Detail Information - License Number or State ID Error Message

      ii.   If the number entered is not a match or does not contain the required number of numeric characters, you will receive an error message. Correct your entry.

     iii.   If the number entered is a match, Click Save & Continue.

Figure 24: SSR Detail Information – Upload Proof of Age

    c.   If you select Upload Proof of Age, you will be prompted to upload attachment(s) at the end of the application.

    d.   Click Save & Continue.

6. Free Transit Program (FTP)

Figure 25: FTP Program Information

    a. "Do you want to apply for a Free Transit identification card for fixed route service? If your application is approved, you will receive an identification card from a local fixed route provider, which will allow you to ride for free with any fixed route provider in Pennsylvania." Select Yes or No.

    b. If Yes and the area has more than one fixed-route provider, select "Which provider do you anticipate using most frequently?"

    c. Click Save & Continue.

7. Medical Assistance Transportation Program (MATP)

Figure 26: Medical Assistance – Enter Recipient-Card Number

a. "Are you registered for Medical Assistance?" Select Yes or No.
b. "Do you know your 10 digit Recipient Number?" Select Yes or No.
c. If Yes, enter the Recipient Number. Click "Where can I find my card number?" to display a pop-up box explaining and showing the numbers on the Pennsylvania Access card.
d. If No, "Do you have a Social Security Number (SSN)?" displays. Select Yes or No.

Figure 27: Medical Assistance – Enter Social Security Number

e. If Yes, enter the 9-digit SSN.

f. "Does anyone in your household use MATP presently?" Select Yes or No.

g. Click Save. The Transportation section displays.

Figure 28: Medical Assistance – Transportation

a. "Do you have access to a vehicle in your household?" Select Yes or No.

b. "Do you know someone who is able to transport you to medical appointments?" Select Yes or No.

c. "Do you live near a bus or train stop (within a quarter mile)?" Select Yes or No.

d. If No, "Are there medical or cognitive reasons you can't ride on fixed route (mass transit) such as buses or trains?" Select Yes or No.

e. "Do you have a disability that affects your ability to use different types of transportation? Select Yes or No.

f. "Are there medical reasons you can't ride in a vehicle with other people?" Select Yes or No.

g. Click Save & Continue.

8. **Veteran Transportation Program (VTP)**

Figure 29: Veterans Program

a. "Please confirm you are a veteran?" Select Yes or No.
b. If No is selected, "You do not qualify for this program as you are not a veteran." Click Continue.
c. If Yes is selected, click Save & Continue.

Figure 30: Veterans Program - Ineligible

Note: Based on your answers to each application(s), you may not be qualified for a specific program. The system will provide a reason. The program will remain listed at the top along with other programs for which you may or may not qualify.

Step 4: Upload Attachments

The Upload Attachments section displays. Based on the programs for which you may qualify, you may need to upload required documents shown in each of the Attach Documents sections. If you are unable or need help uploading the required document(s), select the I need help uploading a document box. After the application is submitted, someone from the agency will contact you to provide assistance.

Figure 31: Upload Attachments

1. To upload a required document, click Browse.
2. The Open window displays, allowing you to browse to the file you want to upload.
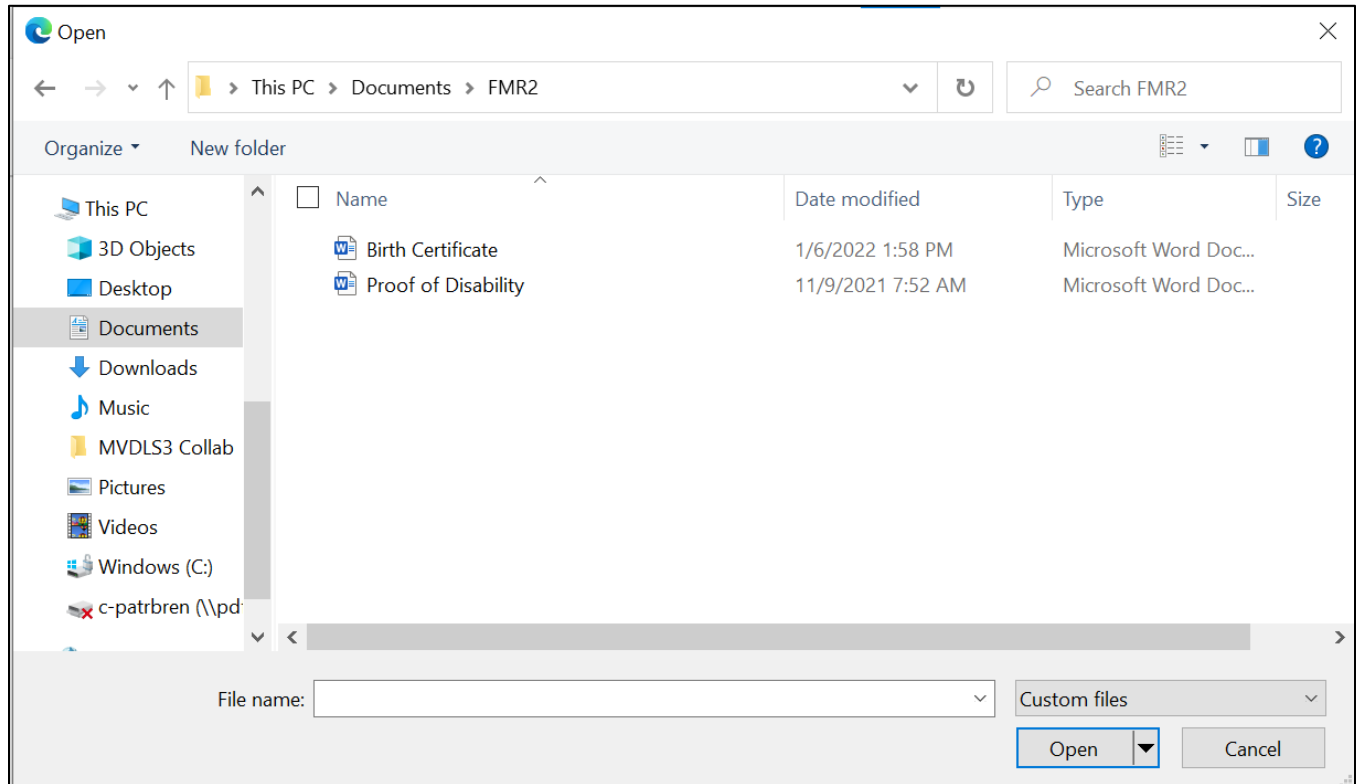

Figure 32: Open Window

3. Select the document.
4. Click Open. The selected file displays.

Figure 33: View Uploaded Document

5. Click Upload. The selected file name displays above the Upload and Cancel buttons. If the incorrect file was uploaded, click Remove.
6. Click Continue.

Note: If I need help uploading a document has been selected, a document can be uploaded by clicking Browse. Once a document has been uploaded, "I need help uploading a document no longer displays." To remove the document, click Delete. Click Yes to remove the document. I need help uploading a document is available to select.

Note: You can select Cancel at any time, the system will save what has been completed to that point, allowing you to complete the application. The dashboard will display a message stating you are almost done with your applications, and you can continue where you left off by selecting the Continue Applications button.
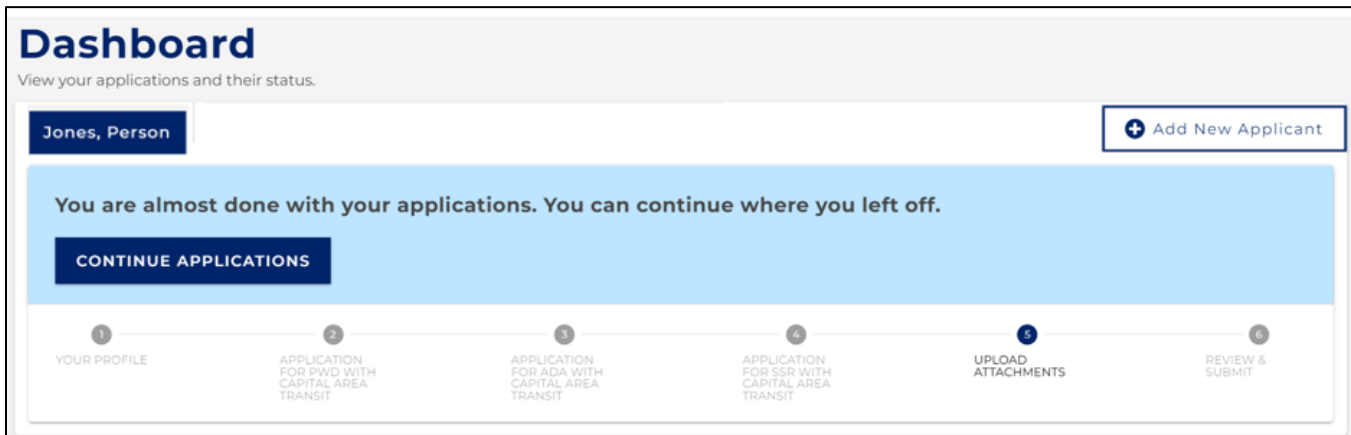
Figure 34: Continue Applications

7. Click Continue Applications. The Application Summary page displays.

Step 5: Submit the Application(s)

The Application Summary page lists each section of the application that has been completed. To view the information within any section, click Show to expand that section.
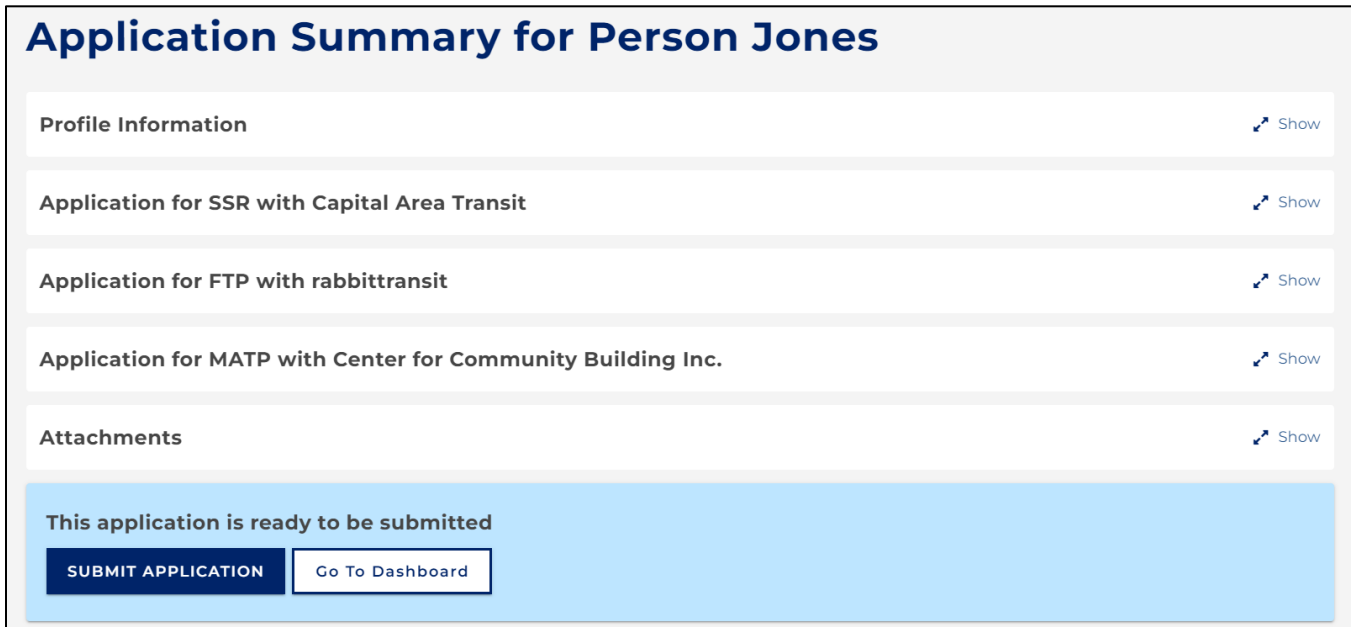

Figure 35: Application Summary

1. Click Submit Application. The Submit Application confirmation window displays.

Figure 36: Submit Application Confirmation

2. Do you have any appointments upcoming in the next two weeks? Select Yes or No.
    a. If Yes, "What is the date of your next appointment?", enter the date.

Note: If you have an upcoming appointment, the transit agency receiving your application will see that information and may use it to assist in the application process.

3. Check the box indicating: "By checking this box, I hereby certify that all information contained in the application and supporting materials submitted via the Internet are true and correct. Additionally, I authorize the release of any confidential information which may be necessary to assist in processing my application or in scheduling transportation."
4. Click Submit Application.
5. The Dashboard displays with the message "Your applications were successfully submitted." The email address associated to the user account will receive an email notification for the submitted application(s).

Note: From the Dashboard, click "Printer Friendly Version" to view, print, or save a .pdf version of the application.

Dashboard
View your applications and their status.

✓ **Your applications were successfully submitted.** ✕

Next, your applications will be reviewed by the appropriate agencies and actions taken accordingly. During the review process you may be contacted by these agencies. You will also receive email updates as the status of your applications change.

Agency	Program	Application No.	
rabbittransit	Persons with Disabilities	4166	🖶 **Printer Friendly Version**
rabbittransit	Americans with Disabilities Act	4167	🖶 **Printer Friendly Version**
rabbittransit	Reduced Fare Transit Program	4168	🖶 **Printer Friendly Version**
rabbittransit	Veterans Program	4169	🖶 **Printer Friendly Version**

Voter Registration
Application for Voter Registration

Figure 37: Dashboard After Submit

Note: The link to the Voter Registration website is provided on the Dashboard if you did not visit the website from the Application Summary.

Note: If your circumstances have changed and you want to apply for programs later (e.g., you are now eligible for Medicaid and were not when you first applied), you may start those applications from your Dashboard.

Figure 38: Apply Later

Next Steps

The application will be reviewed by the transit agency. You will receive an email notifying you of the review's outcome. The application may be approved, marked ineligible, or returned for corrections. If your application needs updates or additional information, it may be returned to you for corrections. For more information on how to update an application, please refer to the Update and Resubmit User Guide.

Figure 39: Find My Ride Apply Applications Submitted Email